

Office of the Surgeon General's Lines of Effort Support  
Enhancing Diplomacy  
SFC Wilson  
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My name is SFC James Wilson, Non-Commission Officer In-Charge, Department of Pharmacy, and I support the Surgeon General's Imperative on Enhancing Diplomacy. We in the Pharmacy like to think of the intimate bond we share with our patients as a personal and very important one. Patients visit the Pharmacy at their most vulnerable and expect exceptional customer service. It is our job to provide the service and care we would expect to be provided to us, or our family members.

We realize that the Pharmacy is usually the last stop of a patient's visit and we are committed to ensuring this encounter is a lasting one and in line with the Commander's philosophies. Safe medication dispensing is our mission - we will not fail. Just as those who have come before us have stared adversity in the eyes and succeeded, we will carry on success. This is not only important for our patients, but it is just as important for the well-being of our team. There is no greater feeling in medicine, than to know that you had a part in returning a mother home to her children, or a son or daughter home to their parents. Knowing that we have the ability to impact a person's life is why we do it and we'd rather not do anything else.

As our Healthcare System evolves into a System of Health, the feeling of family is evident. Our sister services have become closer, as together, we care for those ill and wounded. It has always been known that medicine doesn't see color, it doesn't see nationality, nor does it care about the uniform we wear. Medicine only sees healthy outcomes for the sick and wounded, the less informed who may need just five minutes of counseling that could prevent a lifetime of bad habits. Medicine transcends because the people place the mission first and care the most. Medicine is my mission. I will not fail.